IN THE CLAIMS:

     1.   (Currently Amended)   A method of contact manipulation and retrieval in an automatic call distribution system, comprising the steps of:

     receiving a <u>voice</u> message having voice contact information;

     converting the voice contact information to contact data in digitized, packetized form <u>using speech recognition</u> ;

     storing the contact data; and

     searching the stored contact data;

     wherein the contact data is searched for at least one item of information.

     2.   (Original)   The method according claim 1, wherein the message is a voice message, and wherein the voice message is packetized to thereby convert contact information in the voice message to contact data.

     3.   (Original)   The method according to claim 1, wherein the message is a voice message, and wherein the voice message is converted to text as the contact data.

     4.   (Original)   The method according to claim 1, wherein the message is a voice message, and wherein the voice message is packetized, and wherein the packetized and voice message is converted to text as the contact data.

     5.   (Previously Presented) The method according to claim 1, wherein the system has at least one agent, and wherein the method further comprises providing at least one plug-in that implements conversation and storing of contact data in the automatic call distribution system;

     assigning the at least one plug-in to the agent; and

     activating the at least one plug-in for the agent when a message having contact information is received at the automatic call distribution system.

6.   (Previously Presented) The method according to claim 5, wherein the automatic call distribution system has a plurality of agents and a plurality of plug-ins, and wherein the method further comprises determining for a respective agent of the plurality of agents the at least one plug-in, which is assigned to the respective agent.

7.   (Previously Presented) The method according to claim 5, wherein the method further comprises activating the plug-in for the agent when the agent logs onto the automatic call distribution system.

8.   (Currently Amended) The method according to claim 3, wherein the messages are converted to text by a voice recognition unit, stored in a central repository for use in post-processing research, and evaluation~~search for key word matches~~.

9.   (Currently Amended) A method of contact manipulation and retrieval in a communication system, comprising the steps of;

        providing a plurality of agents and a plurality of format conversion plug-ins;

        assigning at least one respective conversion plug-in to a respective agent of the plurality of agents;

        receiving a voice message having voice contact information by the respective agent;

        converting the voice contact information to contact data in digitized, packetized form using speech recognition;

        storing the contact data;

        searching the stored contact data; and

        wherein the contact data is searched for at least one item of information.

10.   (Original)   The method according to claim 9, wherein the message is a voice message, and wherein the voice message is packetized to thereby convert contact information in the voice message to contact data.

11.   (Original)   The method according to claim 9, wherein the message is a voice message, and wherein the voice message is converted to text as the contact data.

12.   (Original)   The method according to claim 9, wherein the message is a voice message, and wherein the voice message is packetized, and wherein the packetized voice message is converted to text as the contact data.

13.   (Currently Amended)   An apparatus for contact manipulation and retrieval in a communication system, comprising:

        means for receiving a voice message having voice contact information;

        means for converting the voice contact information to contact data in digitized, packetized form using speech recognition;

        means for storing the contact data;

        means for searching the stored contact data; and

        wherein the contact data is searched for at least one item of information.

14.   (Currently Amended)   The method apparatus according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for packetizing the voice message to thereby convert contact information in the voice message to contact data.

15.   (Currently Amended)   The method apparatus according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for converting the voice message to text as the contact data.

16. (Currently Amended) The ~~method~~ apparatus according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for packetizing the voice message, and means for converting the packetized voice message to text as the contact data.

17. (Currently Amended) The ~~method~~ apparatus according to claim 13, wherein the system has at least one agent, and wherein the apparatus further has:

means for providing at least one plug-in that implements conversion and storing of contact data in the communication system;

means for assigning the at least one plug-in to the agent; and

means for activating the at least one plug-in for the agent when a message having contact information is received at the communication system.

18. (Currently Amended) The ~~method~~ apparatus according to claim 17, wherein the communication system has a plurality of agents and a plurality of plug-ins, and wherein the apparatus further comprises means for determining for a respective agent of the plurality of agents the least one plug-in, which is assigned to the respective agent.

19. (Currently Amended) The ~~method~~ apparatus according to claim 17, wherein the apparatus further comprises means for activating the plug-in for the agent when the agent logs onto the communication system.

20. (Currently Amended) The ~~method~~ apparatus according to claim 13, wherein the communication system is an automatic call distribution system.